N-FOCUS Major Release
Children and Family Services
July 14, 2013

A Major Release of the N-FOCUS system is being implemented July 14, 2013. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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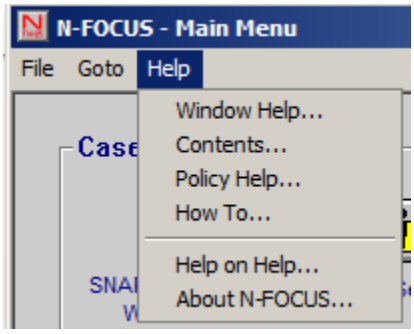
N-FOCUS On-line Help Conversion (Change)

The on-line help available on N-FOCUS has been converted to a new program called Flare. The help area will work in the same manner as it always has, however, it will have a more consistent look and feel. The following is a review of how to access N-FOCUS online help.

Help Menu

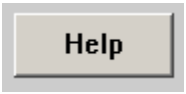


The following types of help can be accessed from any window in N-FOCUS that has a Help menu:

- Window Help
  - Provides help specific to the window you are currently on
- Contents
  - Provides links to help for various contents within N-FOCUS
    - Click the appropriate link (underlined text)
    - Use the Search function
- Policy Help
  - Directs you to links to Policy Manuals
- How To...
  - Provides navigational help
- Help on Help...
  - On any N-FOCUS window select Help>Help on Help for an explanation of how the new help interface works

Help Push Button

Numerous windows within N-FOCUS have a Help Button. Click this button to access Window Help for that specific window.



Window Help

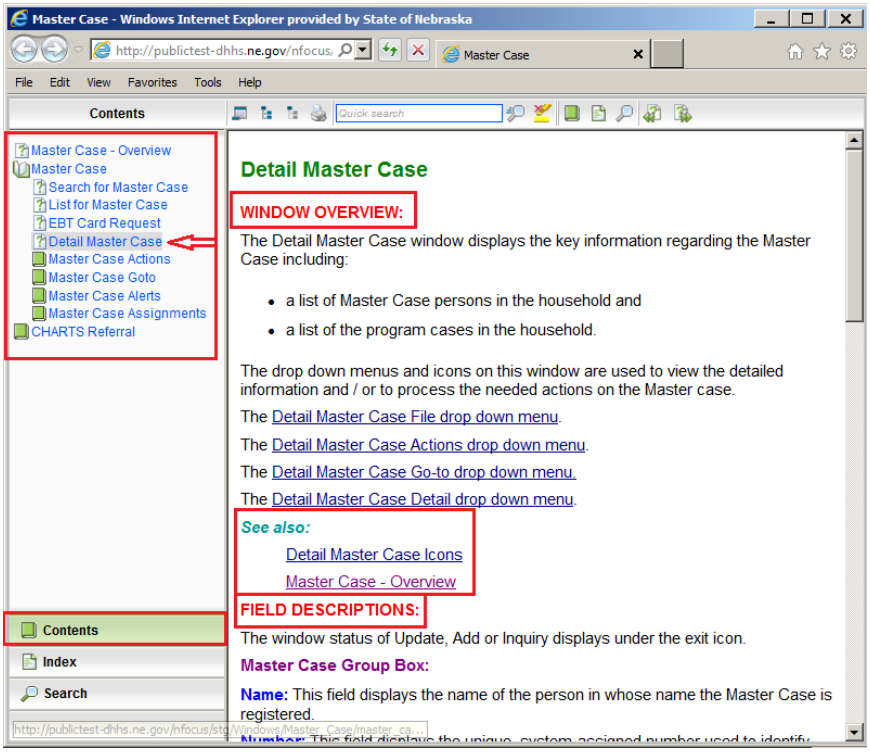
Window help provides information specific to the window from which you selected the Help>Window Help or Help Button. Window Help may have the following sections:

- Window Overview
- See Also
- How Do I
- Field Descriptions
- Links to other Help Topics
  - Underlined words or phrases indicate a link to another help topic
  - Use your mouse to click the underlined area to navigate to another Help Topic

Note: if you are taken to a new topic with the same area, you will remain on the same tab. Use your navigation arrows, located in the upper left hand side of the window, to return to the original help instance. If the link accesses a help topic that is stored in a

different area (example Window Help accessing How Do I Help) an new tab will open on the browser window.

The tree list on the left side of the window can be used to navigate to additional areas within the Help System. In the window shown, we are on the Detail Master Case Window Help. Click on the other topics or books shown to navigate to additional help material.



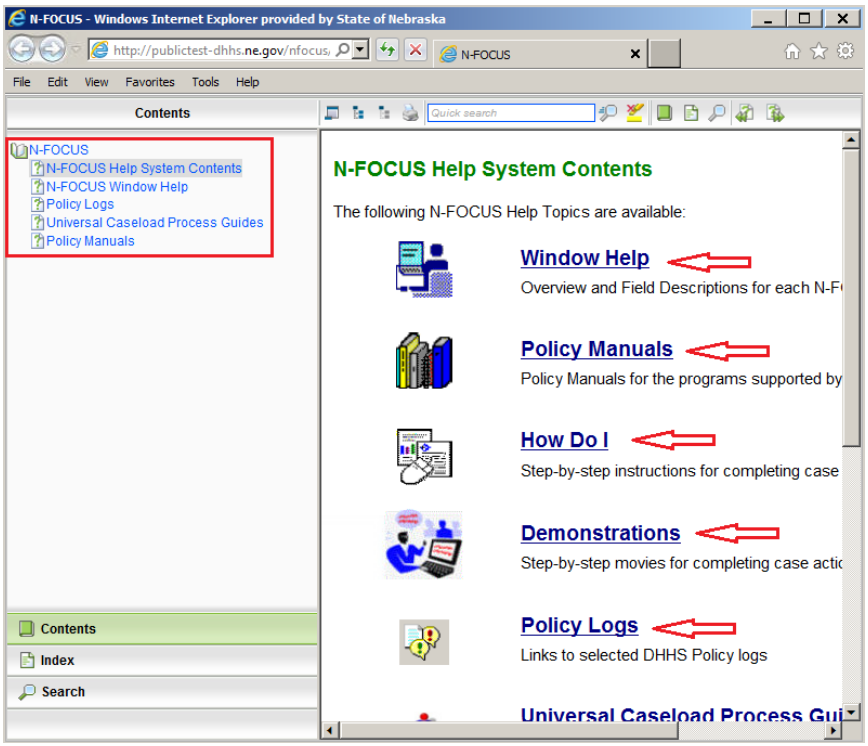
As you look to the bottom of the window, the Contents Bar is green. This indicates we are on the Contents section. Click Index or Search to navigate to those sections of N-FOCUS Help.

Note: These tabs (Contents, Index, Search) are available on all of the Help windows.

Contents Help

Click the various links to navigate to the Help Topic indicated. Scroll to see additional Help Topics.

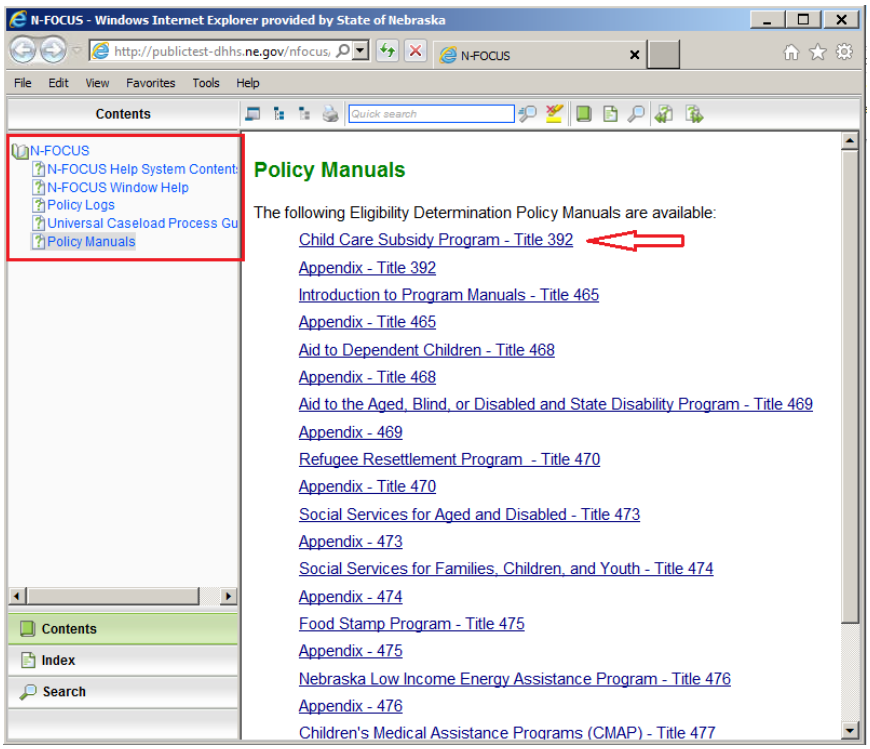
You can also see additional Help Topic by clicking the topics listed in the tree list located at the left side of the window.



Policy Help

Policy Help provides links to Eligibility Determination Policy manuals. Click on the link for the section you wish to view.

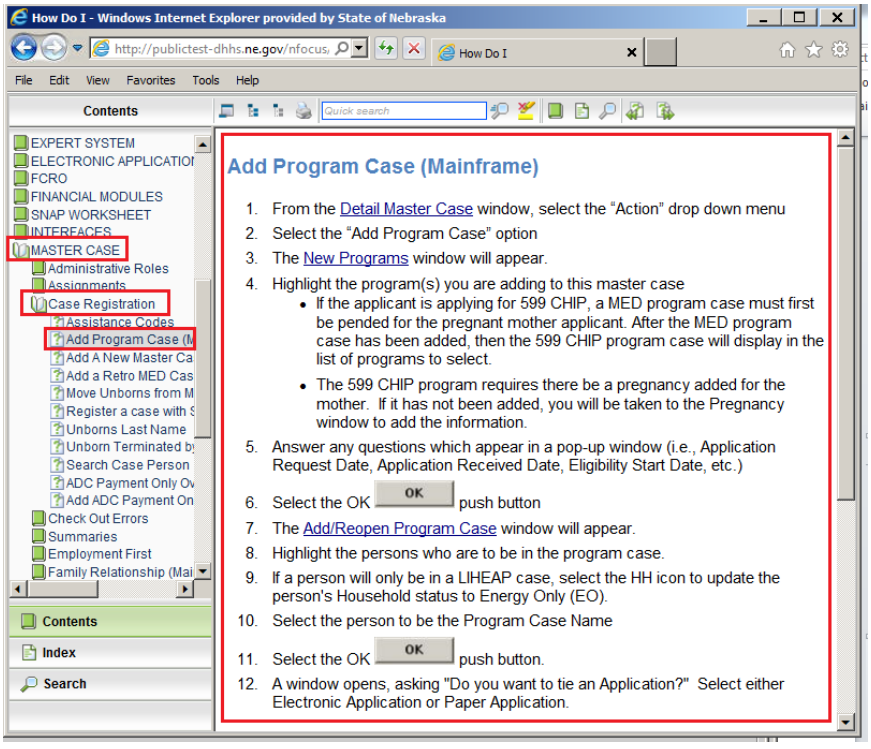
You can also see additional Help Topic by clicking the topics listed in the tree list located at the left side of the window.



How To Help

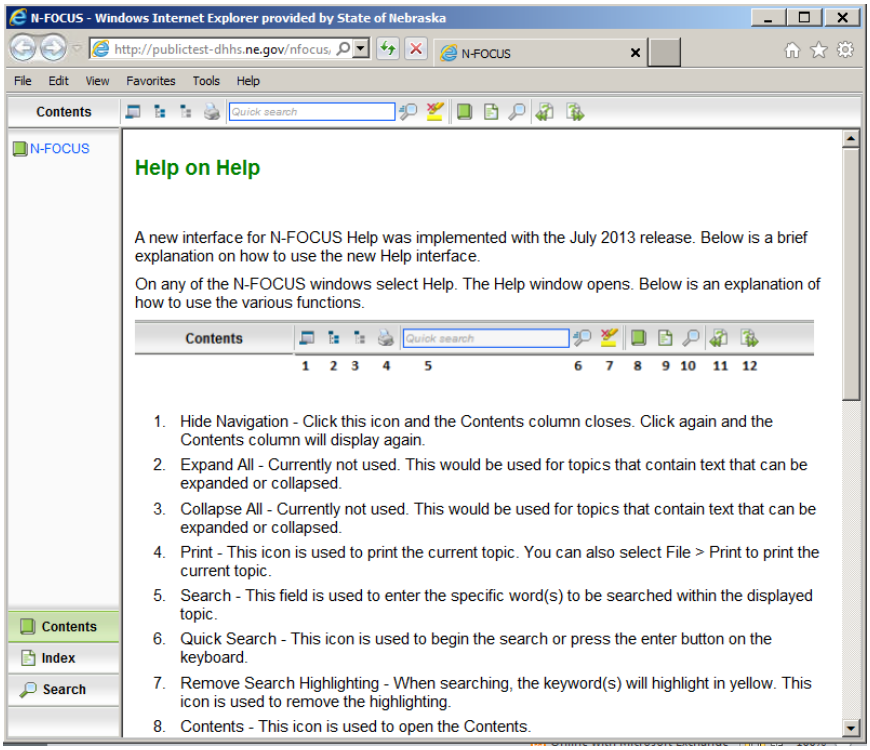
How To Help provides step by step instruction for various tasks within N-FOCUS. To locate the desired help topic, open a book in the tree list and select the appropriate topic. The topic will display on the right window pane.

Note: Some books will have another level of books (see screen print to the right) that help you to narrow your search.



Help on Help

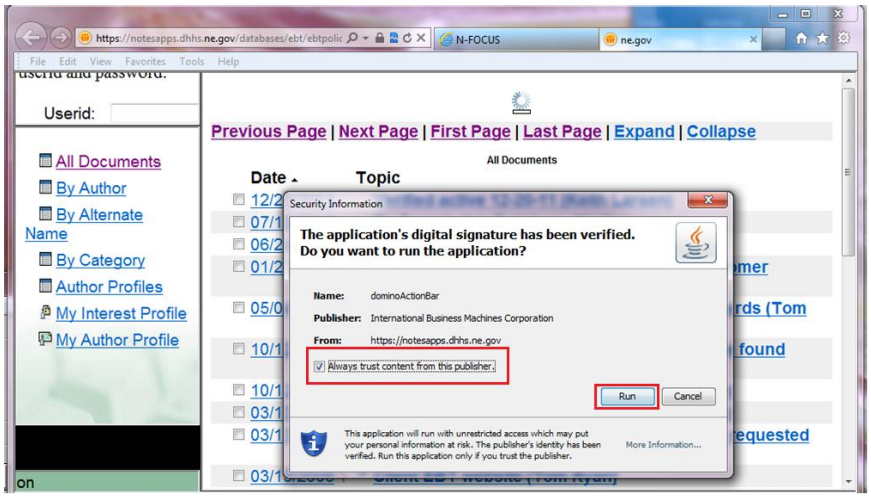
Help on Help provides instructions for use of the new Help Interface. This information can be accessed from any N-FOCUS window.



Security Information Message (Tip)

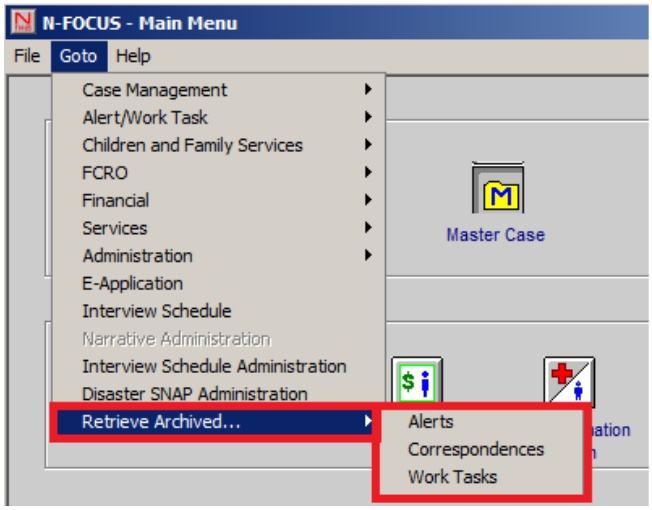
The following Security Information message may display when selecting the Policy Logs from the Contents window and opening the EBT Policy Log. If you get this message, check the Always trust content from the publisher check box and click Run.

You should only see this message once, however, if you get a new workstation, or your workstation is reimaged, you may see the message again.



Supervisors-Check Archive Alerts, Work Tasks and Correspondence (Tip)

Supervisors and Lead Workers have the security to view archived alerts, work tasks and correspondence by selecting Goto>Retrieve Archived… from the N-FOCUS Main Menu.



Archived Alerts can be retrieved for Master Cases, Organization and Service Approvals. Alerts are archived for Master Case, Intake, Case Management or Financial alert types.

Archived Correspondence can be retrieved for Master Case, Intake, Accounts Receivable, Organization, Service Needs Assessment and YLS Assessment.

Work Tasks are archived 45 days after the status date was changed to Completed. Work Tasks will be removed from the Archive 18 months after the Work Task status date was changed to Completed.

Alerts

CFS Alert #165 Persons Intake (Change)

Each time an intake is closed, this Alert will be generated for each involved Perp, Victim, Perp/Victim or Other. If the same Intake is reopened and closed a second time on the same day, a second alert will be generated. This alert will be sent to workers assigned to program cases in which the person is involved.

Alert Text:

<ARP Name> in this case is associated with the Intake <#> on <Begin Date> listed as <alleged perpetrator, alleged victim, alleged per/victim, other>.

CFS Alert #403 Persons Intake (New)

Each time an allegation finding in an Intake is entered, this Alert will be generated for each involved Perp, Victim, Perp/Victim or Other. If the same Intake is reopened and closed a second time on the same day, a second alert will be generated. This alert will be sent to workers assigned to program cases in which the person is involved.

Alert Text:

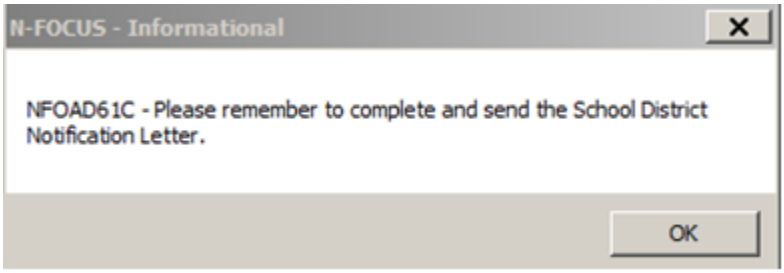
<ARP Name> in this case is listed as <alleged perpetrator, alleged victim, alleged per/victim, other> in Intake <#> with a finding entered of <Allegation Finding> on <Finding Date>.

Correspondence

CFS School Notification Letter Reminder (Change)

Currently when a placement is activated on NFOCUS you receive the message shown to the right.

With this release, this message will now appear after a child's legal status is changed to a State Ward status (HHS Ward, HHS-OJS Ward, Both OJS and HHS Ward). It will also appear when a status is changed from a State Ward Status to a Non-Ward or Non-Court Involved Child.



This change has been made to help staff remember to send the School District Notification letter to any appropriate schools, providers, and school district offices.

Note: The School District Notification letter will still be accessed in the current way.

- Select the correspondence icon and click on the new push button
- Select School District Notice and click OK
- Select the purpose for the letter (Initial Custody, Child Placement, Parental Rights/Rel, Change Parental Involvement, and Custody Ended)
- Selecting the remaining pertinent information
- Save and Close to print letter to mail

APS Organization Notification Letter (New)

This letter can be sent for Organization Related Investigations upon the completion (finalization) of the investigation. The letter will include the end date of the investigation, the allegations with findings, the persons involved and the organization recommendations from the Investigation summary narratives. Workers can select this letter to be sent to the organization, a person on N-Focus (ARP), or manually enter the name and address. The worker can print the letter locally or later in an overnight batch process.

Printing APS Correspondence from Intake (Change)

You will no longer receive an error message when printing a case status determination notice to law enforcement or perpetrator from the Detail Intake or Detail Allegation Windows.

Printing Intervention Plan (Change)

With this release, you will be able to print the Intervention Plan separately from the SDM Assessment of Placement Safety and Suitability. This document is created by selecting the Print action on the SDM Assessment of Placement Safety and Suitability detail window.

Closing and Denial Notices (Change)

A listing of outstanding verifications will no longer be automatically included in the Closing and Denial Notices.

Document Imaging

List Image Window Printing (Change)

Images that have been rotated on the List Image Window will now print correctly.

Document Imaging (New)

With the July Release we are adding 6 new Categories in Document Imaging. These new Categories are being created specifically for CFS/OJS documentation. The CFS/OJS documents can only be added by using the Add Image icons in N-FOCUS, and will not be sent to the two Scanning Centers.

Here is a list of the new Categories and the documents that should be filed in each Category:

CATEGORY	FORMS
Casework	APS Documents
	Genogram/Ecomap
	Releases of Information
	Safety Plans (Signed), Voluntary Service Agreements
	Ansell Casey Skills Assessment
	PALS Documents
	Team meeting Agenda's
	Agency Placement Agreements (lead contractor documents)
	Daily Logs
	Sign In Sheets
	Releases
	Signature page for PCA, Case Plan, Safety Plan
	Conditions of Liberty
	OJS revocation packet including evidence
	Youth Responsibility Agreement (3b)
	Detainer/Apprehension Order
	BAM Meeting form
	Placement worksheet
	OJS Classification Form
	Authorization to Release from Detention
	YRTC Admission Summary/Intake Summary/Picture
	Grievance/Appeal Forms
	Change of Conditions of Liberty
	EM forms
	Tracker Form
	Travel Permit
	Furlough Permit
	Discharge from Parole Letter
	NCIC Entry Form
Legal-P&S	Affidavits & Update Letters for Court
	Court Orders, Court memos

	Paternity Acknowledgements/Legal Findings Relinquishment Paperwork Evidence for Court Probation Reports CASA Reports Affidavits GAL Reports Delivery Verification Sheet
ICWA	Any ICWA Documentation
Correspondence-P&S	Letters, etc. Mail Notices Certified/Registered. Fax Cover Sheets Emails Newspaper articles Signed Letters from DHHS
Evals/Provider Reports	Mental Health Reports Evaluations on kids and parents UA's FCRO reports Therapy Letters Drug & Alcohol Evals Psychological Evals DD Eligibility paperwork Progress/Placement Reports IPP Report from DD ESU Evaluation Report Child Advocacy Center- Forensic interviews Family Support Reports Provider Reports, Treatment Reports, Visit Reports Agency Supported Foster Care Referrals Placement Reports OJS Eval, CCAA Evals Tracker Reports YRTC Reports
Restricted	Natl Criminal History Checks (FBI Checks) Law Enforcement Reports Correspondence with DHHS Legal Staff Correspondence with County Attorney's Office Correspondence with Attorney General's Office Correspondence with Contracted Private Attorney

HIV/AIDS test and result information
Critical Incidents

Note: The Category 'Restricted' is the equivalent to the Appendix in a current paper Case file.

In conjunction with adding the new Categories, we are also adding a security element within the Document Imaging area. This will control who can add documents to specific categories and who can view documents in specific categories. The security will be based on the user's N-FOCUS Log-on ID and will determine which categories will be enabled for adding and/or viewing documents.

Note: The security for the Category, 'Restricted' is modeled after the current security for using the Appendix narrative in N-FOCUS.

For step-by-step instructions for using Document Imaging, you can go to the CWIS Desk Aide, Document Imaging, located in the DHHS Employee Intranet, under either the Children and Family Services or CFS Home site.

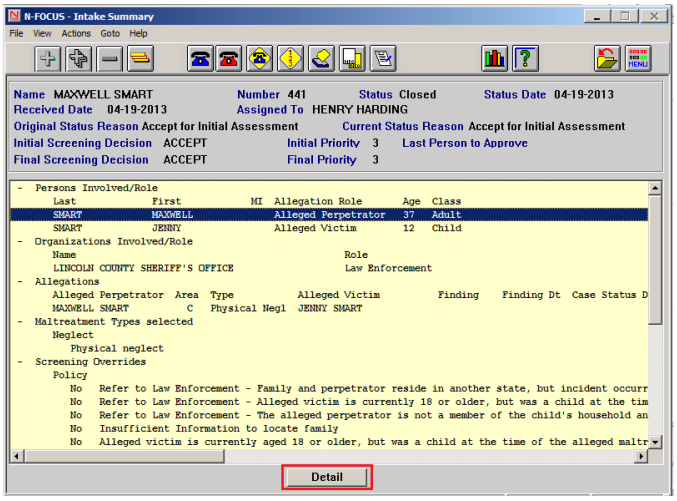
Children and Family Services

Intake Summary Window (New)

The Intake Summary Window is accessed from the List Intake window and the Detail Intake window by either selecting menu Goto>Intake Summary or by clicking the Intake Summary icon.

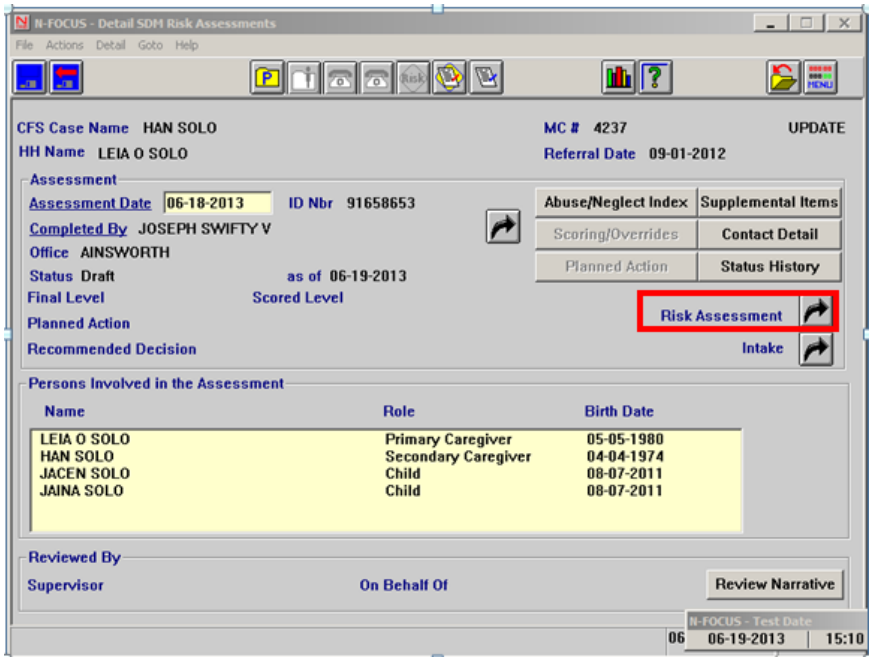
The Intake Summary Window allows you to view all of the related components of an Intake from a single window. From this window you can view the following Details by selecting the corresponding information and clicking the Detail button.

- Person Detail
- Detail Organization
- Detail Allegation
- SDM Screening Detail
- SDM Intake Screening Overrides
- SDM Response Priority – Score Overrides
- Detail Caller/Reporter
- Intake Notifications
- Master Case/Program Case Tied
- SDM Assessments or Investigations Tied



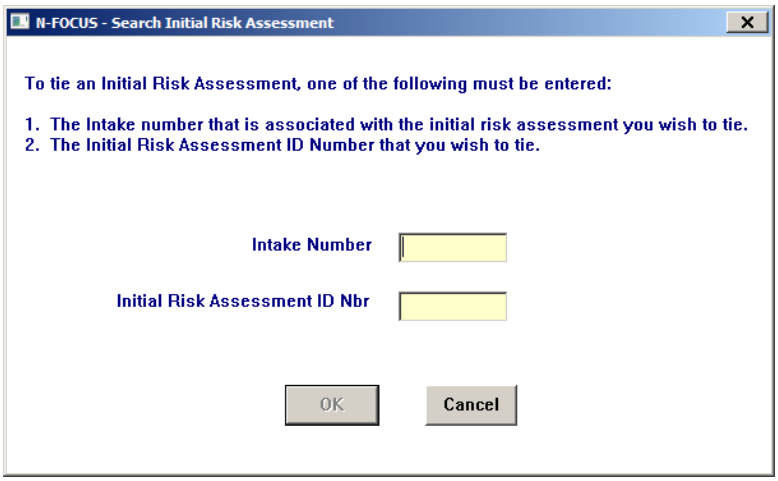
Tie Initial Risk Assessments (Change)

When more than one Initial Risk Assessment is required to be completed as the result of during the course of an initial assessment, but only one intake has been accepted for initial assessment, you will now be able to tie the subsequent initial risk assessments to the initial risk assessment that is tied to the intake.



After selecting the tie Risk Assessment action you will be able to search for the Initial Risk Assessment to tie to by entering the ID number for the Risk Assessment or the intake number that the Risk Assessment is tied to.

Once tied, the Risk Assessment Icon enables in both Risk Assessments .



Prompts to Tie Intakes to Safety Assessments (New):

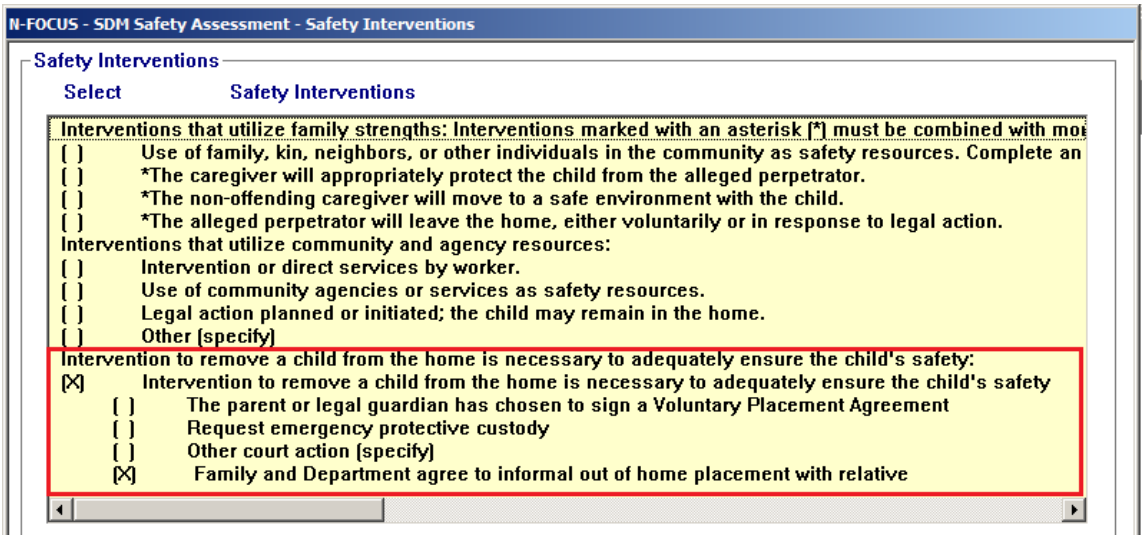
When a Safety Assessment is first created, the user will receive a message asking if they want to tie the Intake to the Safety Assessment. If the user answers 'Yes' they will flow to the Tie Intake windows. If the user answers 'No' they can continue to document the Safety Assessment. If they do not tie an Intake to the Safety Assessment, they receive the same message when they update the status to Ready for Review.

SDM Safety Assessment – Tie Intakes in Final Status (Change)

Supervisors will now be able to tie intakes to an SDM Safety Assessment when the Safety Assessment is in final Status.

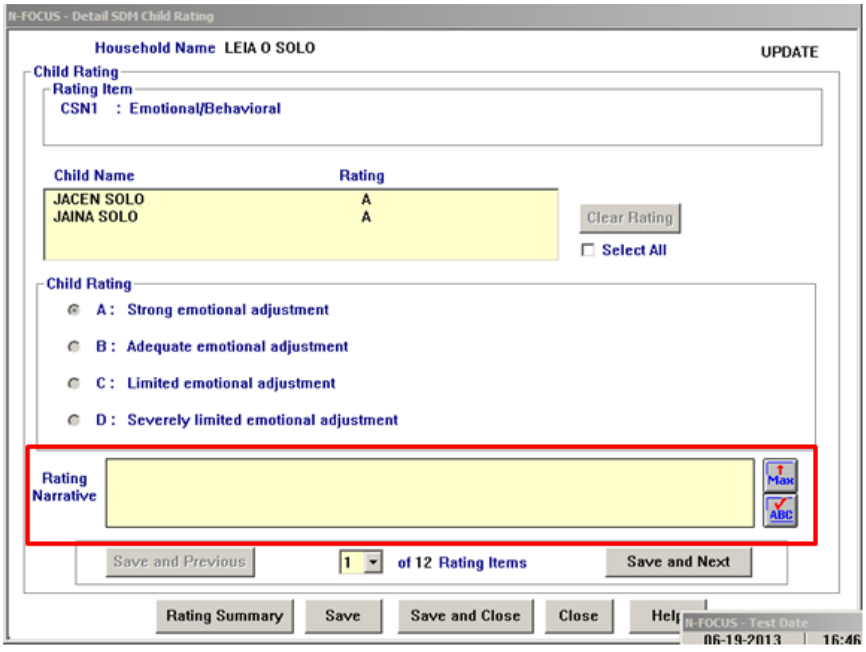
SDM Safety Assessment – Safety Interventions (Change)

An additional option has been added to the SDM Safety Assessment-Safety Interventions option under the 'Intervention to remove a child from the home is necessary to adequately ensure the child's safety: Family and Department agree to informal out of home placement with relative.



SDM FSNA (Change)

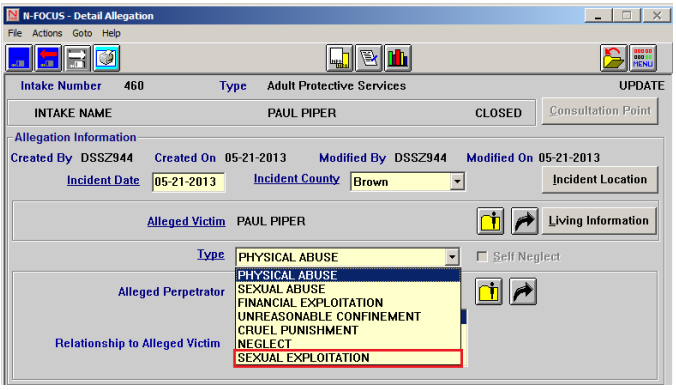
Each item on the Child and Caregiver Ratings for the Family Strength and Needs Assessment will now require narrative. You will be able to narrate for each of these items on the same window that you make your selection for the item. Question 9 for the Caregiver rating and 12 for the Child rating will not require narrative if the selection is 'Not Applicable' for each person.



There is also a new 'Worker Conclusion' narrative for the FSNA accessible from the SDM Narrative Icon.

APS Allegation Type (Change)

Sexual Exploitation has been added to the available options for selection from the Detail Allegation Window, Type field for an APS Intake.



Child and Placement Closure Reasons (Change)

The following Child and Placement Closure reasons have been added/modified/removed from the Detail Placement window:

Reason Codes Added/Modified:

- Youth Dangerous Behaviors
- Non-Violent Youth Conduct
- Progress to Permanency
- Youth Mental Illness
- Incompatible Matching
- Age of Majority
- Parent Request

Placement Reason Codes That Are Remaining:

- Adoption Finalized
- Allegations
- Court Initiated
- Child Returned to Parents
- Hospital
- Guardianship Finalized
- Lower Level of Treatment
- Moved to a Relative Home
- Provider Initiated
- More Restrictive Environment
- Runaway
- Worker/Agency Initiated

Child and Placement Reason Codes Removed:

- Adoption Disruption
- Case Closed
- Law Enforcement

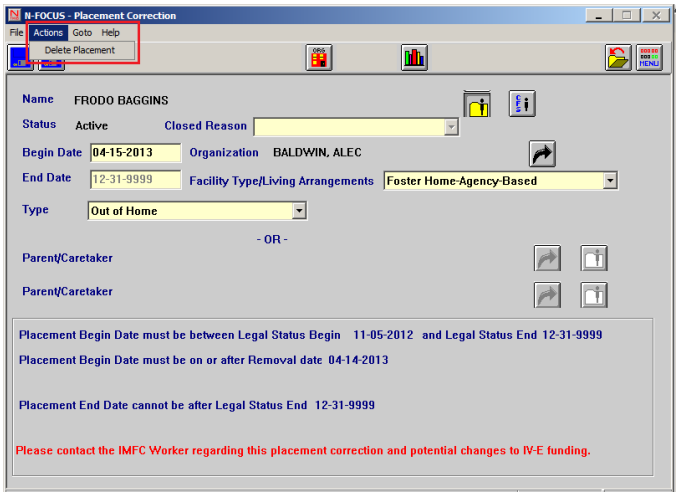
- Mutual Consent
- Overfill

Any old closure reasons that were selected prior to this release will still appear as the closure reason on the List Removal/Placement and Detail Placement windows.

Note: A supervisor performing a placement update for an error will still be able to select an old reason, when that has been selected in the past for that placement.

Voluntary Placement Expired Placement Correction (New)

When errors are made in documenting a placement, Supervisors will now be able to update the placement information.



1. Navigate to the List Removal/Placement window.
2. Click the Placement Correction button.
   The Placement Correction window will display.
3. Make changes as appropriate.

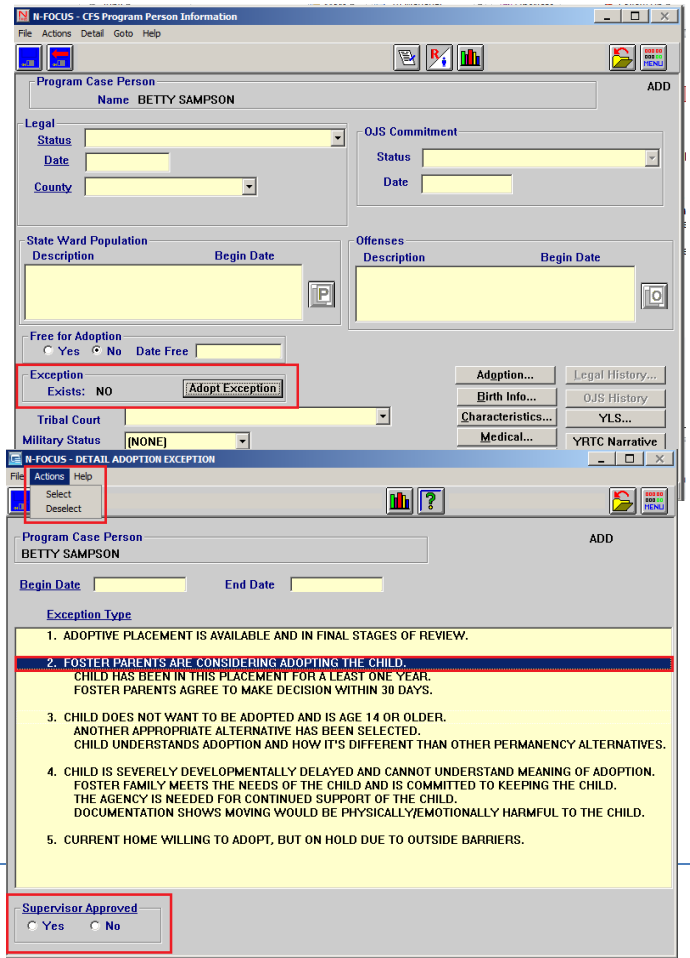
To Delete the Placement, click Actions>Delete Placement.

Adoption Exception Button (New)

With this release, workers will now document the Adoption Exception on N-FOCUS from the CFS Program Person Information window and selecting the Adoption Exception pushbutton, instead of completing a paper form. The Adoption Exception information will also be added to the CFS Current Placement for Children Free for Adoption Report.

To complete the Adoption Exception:

1. Navigate to the CFS Program Person Information window.
2. Select the Adoption Exception pushbutton.
   Result: The Detail Adoption Exception window displays.
3. Enter the Exception Begin Date.
4. Highlight the appropriate Exception Type.
5. Select Action> Select.



Note: You may also the right mouse click.
Result: An X will display next to the selected Exception Type

6. If appropriate, also select the additional item(s) listed under the selected Type.
7. Select the Supervisor Approved radio button as appropriate.
8. Save or Save and Close.

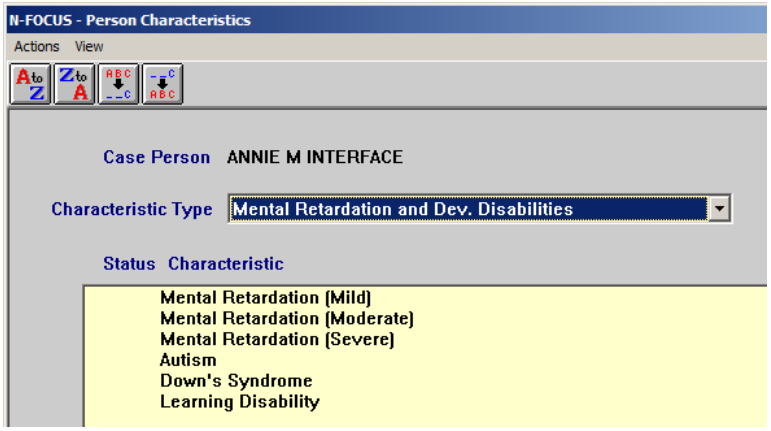
Children Free for Adoption Report #113 (Change)

The Adoption Exception information will be documented on the Children Free for Adoption Report #113. The following two new columns will be added to the report:

- Exception Column
  - Will display a 'Y' when an Adoption Exception is created.
- Approved Column
  - Will display a 'Y' or 'N' based on the Supervisor Approved field on the Detail Adoption Exception window.

Person Characteristics - Intellectual Disability (Change)

The term 'Mental Retardation' will be replaced with the term 'Intellectual Disability' on the Person Characteristics window.



SDM Case Plan (Changes)

The SDM Case Plan will no longer require that a Child Plan is entered prior to being finalized. You may create and finalize a Case Plan without any priority needs for the child.

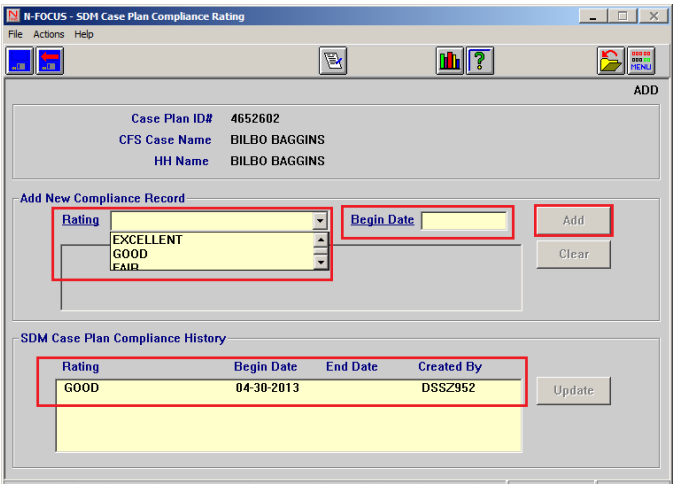
Youth over 16 years of age that are not State Wards will not be required to have an Independent Living Plan tied to the Case Plan prior to finalization. The option is still there to Tie an IL plan but is not required.

Staff currently narrates the significance or consequences of any identified critical need in the Significance narrative. This narrative is now titled Critical Needs narrative. The only change is the name of the narrative.

SDM Case Plan Compliance Rating Window (New)

As part of LB1160, DHHS provides a monthly report to the Child Advocacy Centers on Non-Court Program Cases and cases with a Voluntary Placement. The report contains information that are entered and updated by field staff. To access the SDM Case Plan Compliance Rating window, click the Compliance button located on the SDM Case Plan window.

On the SDM Case Plan Compliance Rating window, select the Rating from the Add New Compliance Record group box, enter the Begin Date and click the Add button to an a new compliance record. Once the Add button is selected, the information entered will display in the SDM Case Plan Compliance History group box.



Rating Options available are as follows:

- Excellent – defined as the caregiver teaching and demonstrating appropriate actions and behaviors as described in the plan.
- Good – defined as the caregiver following the plan and making choices that do not negatively impact parenting skills and functions.
- Fair – defined as the caregiver continuing to exhibit negative behaviors that may impact child safety. The caregiver continues to need help and resources.
- Poor/None – defined as the caregiver's inability or lack of motivation to move toward completion or progress with any identified goals.

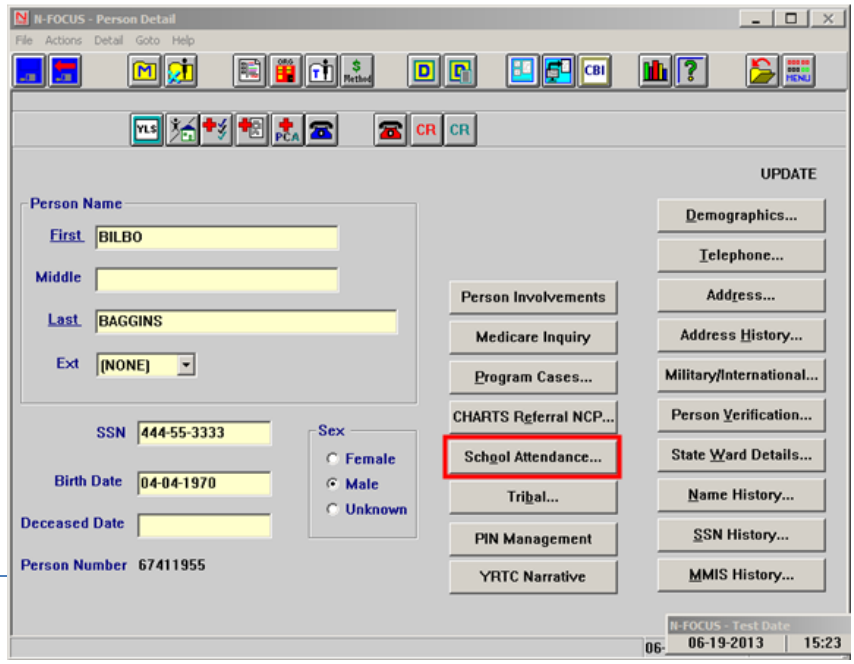
Independent Living Plan (New)

With this Release, Provided Services and the Provided Services Narrative will now print to the IL Plan. We have also fixed some printing problems that had been reported.

Independent Living Plan-Education Required (Change)

When creating an Independent Living Plan, workers will need to ensure that the highest level of education completed is marked on the Person Detail window School Attendance button prior to updating the IL plan from Draft to Ready for Review.

If this is not done, an error message will be received when attempting to change the status. The error message will



not display and this requirement is waived when changing the status from Draft directly to Closed.

Close CFS Program Case (Change)

When closing the CFS Program case, all IL Plans must be in Closed Status. The Ignore Check Box is available for exceptions such as the youth is in a different Program Case and th e IL Plan will continue.

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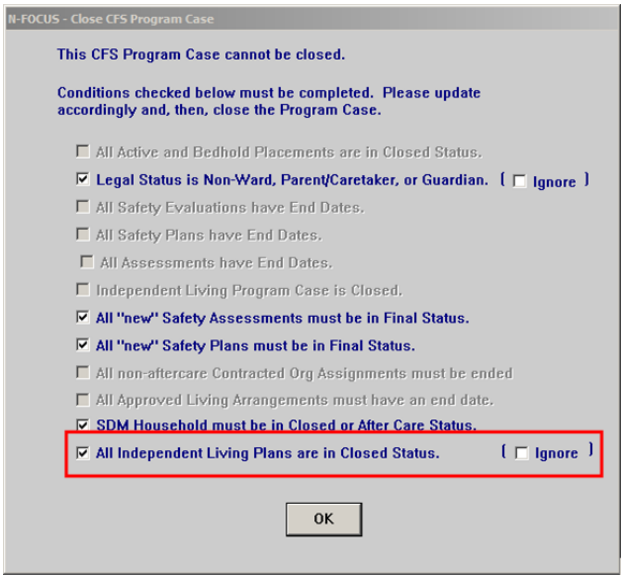


Home Detail (Change)

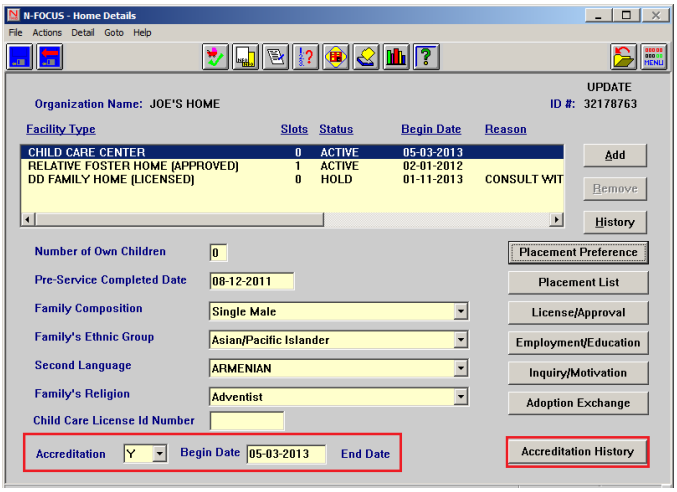
The Accreditation has been added to the Organization Home Details page. Accreditation information is mandatory when the Facility Type is one of the following:

- Child Care Center
- Family Child Care Home I
- Family Child Care Home II

When either 'Y' or 'No' is selected, enter the appropriate Begin Date.

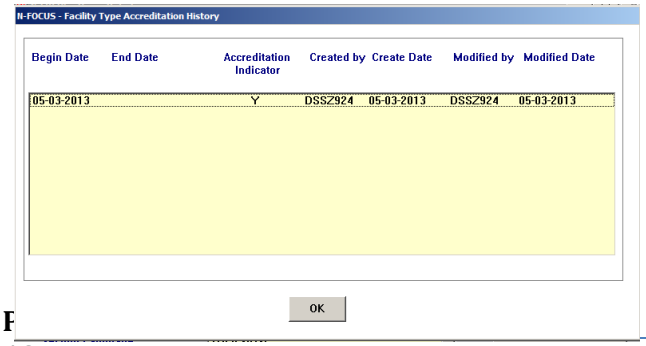
If the Facility Type Status changes to Closed, the Accreditation will have the End Date automatically sent to the same date as the closing date.

Accreditation History Button: Select this button to view the accreditation history of the facility.



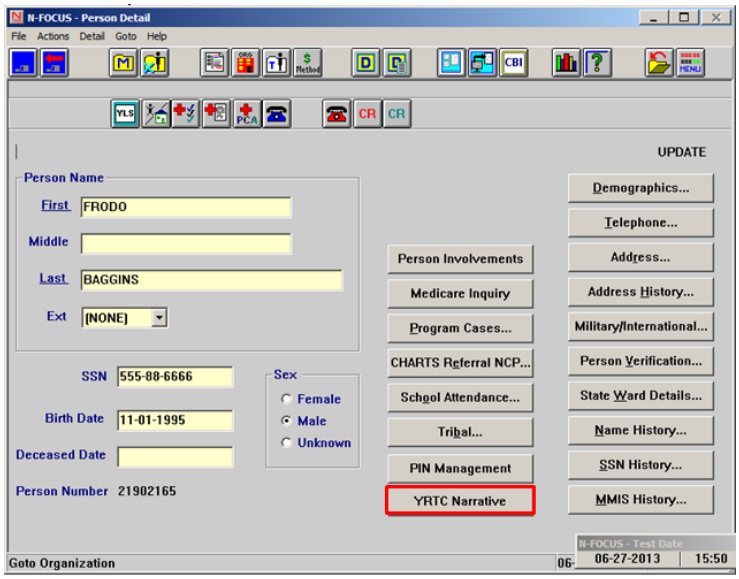
Accreditation History Window (New)

This window is accessed from the Home Detail window. It will display the accreditation history of the facility.



YRTC Narratives (Change)

YRTC Narratives will now be able to be entered from the Person Detail window as well as through the CFS Program Person window.



APS Investigation/Self-Neglect Assessment (Change)

APS Investigations and Self-Neglect Assessments will now require a worker to be assigned. Previously the Program Case Assignment was used. This assignment will allow for these types of investigations to be searched for in the List Position Assignment window by selecting 'Investigation Assignments'. Also, in order to search using the CFS Information Search window, these assignments will also need to be entered.

APS Investigations and Self-Neglect Assessments also have changes to required Summary Narratives. Changes to Summary Narratives include:

APS Investigations:
- Alleged Victim
- Safety Response
- Alleged Perpetrator
- Evidence/Contact Summary
- Maltreatment
- Recommendations for Services
- Recommendations to County Attorney
- Other Recommendations

Self-Neglect Assessments:
- Alleged Victim
- Safety Response
- Evidence/Contact Summary
- Recommendations for Services
- Other Recommendations

CFS Information Search (Change)

Org. Related Investigation and Out of Home Assessment types of investigations will now be able to be searched for on the CFS Information window. You will be able to search by Person Involved, Org Involved, Assigned to, Supervisor, Office, Status, Type, and by Date Range.

Org Related Investigation Status (Change)

You no longer will be required to have Allegation Findings prior to changing the Organization Related Investigation to Final Status.

Child's Address Update (Fix)

It had been reported that when an Org's address is updated, the address for any foster children placed with the Org was not being automatically updated as designed. That issue has now been fixed with this release.

CHARTS Referral for CFS Cases (Fix)

We are fixing an issue with the CHARTS referral for CFS Cases. If the dependent is a state ward and is also active in a Medicaid case and the Medicaid case was activated after the CFS case, workers were not able to send the CHARTS referral with the 'DHHS is CP' box checked. This change will allow them to send the referral.